

CIT Customer Satisfaction Report

For the Period 7/1/2005 to 9/30/2005

Survey responses for tickets closed by CIT

Snapshot Date: 10/3/2005

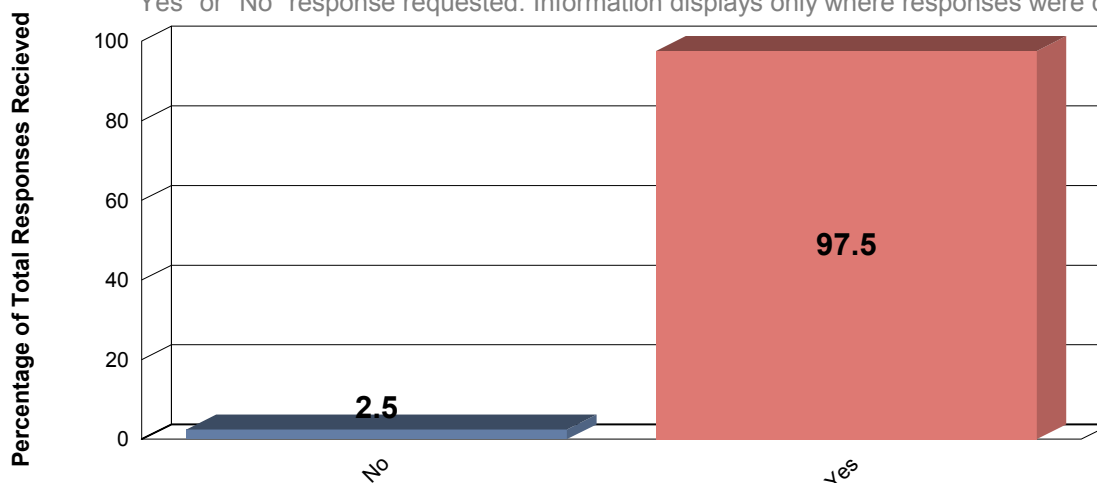
Number of Surveys Sent During Period: 39,155

Number of Surveys Returned: 1040

Rate of Return: 2.60 %

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

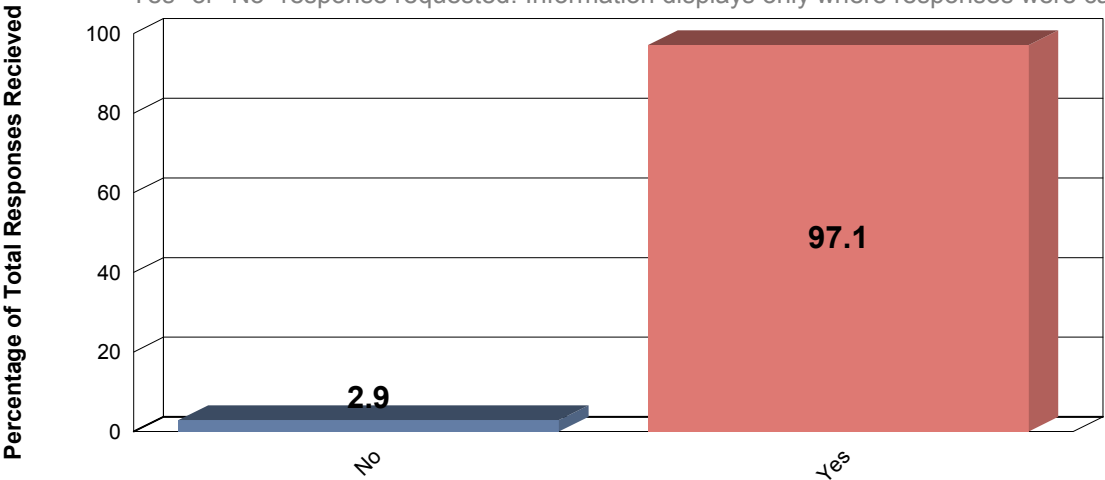


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1657952	Rude!!!! He made me feel like I was infringing on his time. Like he was having a bad day. So I handled the problem myself without
ST1734418	There was a rude message from CIT about whether I had a question.
ST1674662	When I informed him that my user ID for DELPRO did not consist of 7 characters he told me it should. I said it contains 2 letters
ST1677059	I have not spoken to anyone

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.



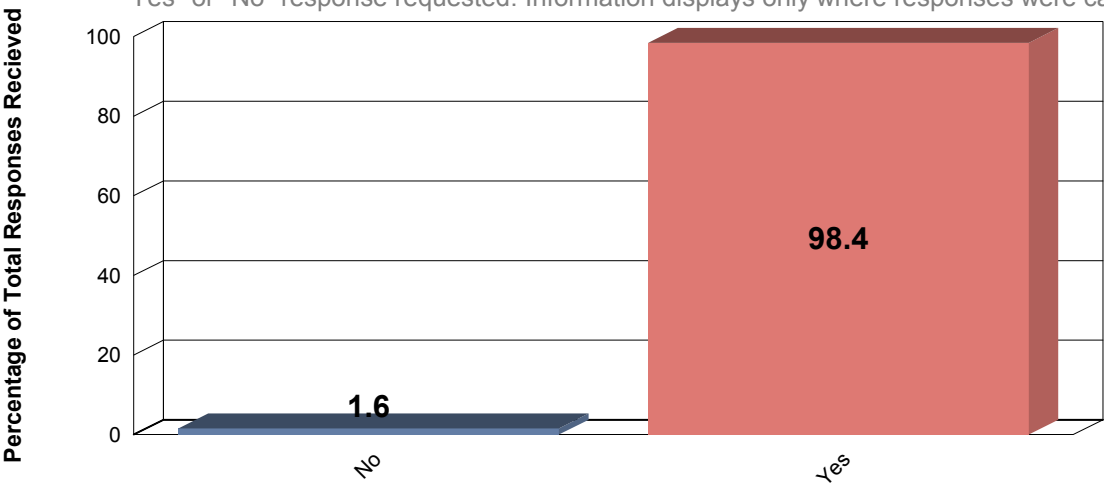
Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
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ST1644113	I was unclear, but the problem was not locking the computer but restricting access to the computer to only a select individuals.
ST1647299	He didn't even talk with me. He sent a standard referral to the Spam website. I've been there and been trained. That is not h
ST1695989	did not take the time to fully understand the problem, and so the 'to and fro.
ST1696883	The consultants did not understand the kind of technical support I needed. I needed Network IP support.
ST1701785	I could not submit the Del Pro request - I did it differently and that is why I do not need it reopened - no one ever contacted
ST1703163	My records show no disbursement of funds....It's not clear to ME how these systems are not coinciding.
ST1737481	http://www.algorithmic-solutions.info is being inappropriately blocked by the NIH web access control system (http://accessdenied
ST1648141	In original request, current profile was identified by name and person ID, as were the inactive or older profiles. In the collap
ST1752094	They had "never heard about it" and offered to "do research on it". I can't afford that, so I declined.
ST1651955	I never saw the computer support technician.
ST1719371	I put in a request with Sean Gruber to have my account enabled. Evidently he enabled my account but he neglected to inform me th
ST1756221	The web link was not functional, so after investigating I reached a page that explained the titan password policy - I had to kno
ST1690826	No
ST1677749	The problem kept recurring because the consultant did not fix it properly - all last week I struggled with my computer being lo
ST1684178	In creating the account, my domain, login, and password were sent to the email address being set up. Therefore, I had no way to
ST1699319	I asked why NHGRI had been notified about a long list of summary statements on which NHGRI was not dual EXCEPT ONE.
ST1702849	NED system is correct, CIT database has wrong information. A request for a change was placed before.
ST1726514	They could not help me with the problem.
ST1654496	I have no idea whether they understood or not since they did not act on it.
ST1677059	No because I still can not use service
ST1693064	Using a quick fix - was not the issue and or resolver.

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

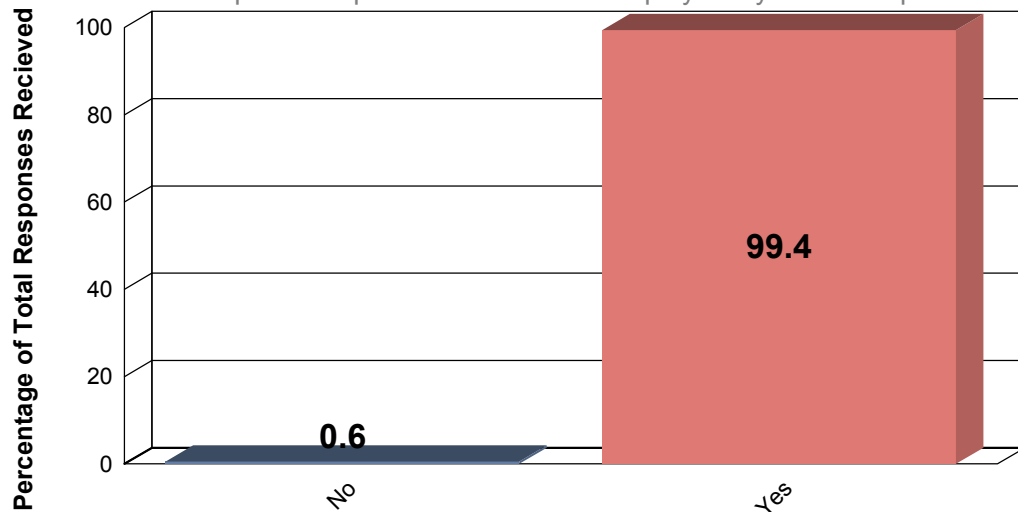
Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
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ST1736548	Less than 1 business day
ST1662554	No Answer
ST1690826	No Answer Never resolved
ST1734418	Other (Specify) The ticket was open more thab 7 days ago and closed without resolution.
ST1677749	Less than 1 business day As I said above, the problem kept recurring all last week. Only on Friday, the consultant tried something new, and fixed it.
ST1684178	No Answer
ST1699319	Less than 3 days
ST1702849	No Answer There has been no resolution.
ST1726514	Immediately < 15 minutes
ST1732112	No Answer
ST1651955	No Answer
ST1719371	Less than 3 days
ST1735533	No Answer
ST1756221	No Answer
ST1648141	No Answer
ST1667672	No Answer
ST1747282	No Answer

ST1752094	No Answer The problem was not resolved at all.
ST1644113	No Answer
ST1647299	Less than 4 hours
ST1695989	Less than 4 hours took a 1 1/2 days to correct.
ST1696883	Less than 1 business day
ST1701785	Other (Specify) I was simply not called back - but this is the first time and that happens - I redid it another way and got it to wor
ST1703163	Other (Specify) No research was done to conclude closure of this ticket, therefore, no adequate time can be specified.
ST1737481	No Answer The answer was timely, it was just not germaine.
ST1654496	Less than 3 days I apologize for the delayed response to this issue. The request was initially misdirected. Our data q
ST1677059	Less than 1 hour
ST1693064	Less than 4 hours 1 day has passed with no contact from the help desk, I then contacted them and was give a quick fix. 3rd day issue(s)resolved

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

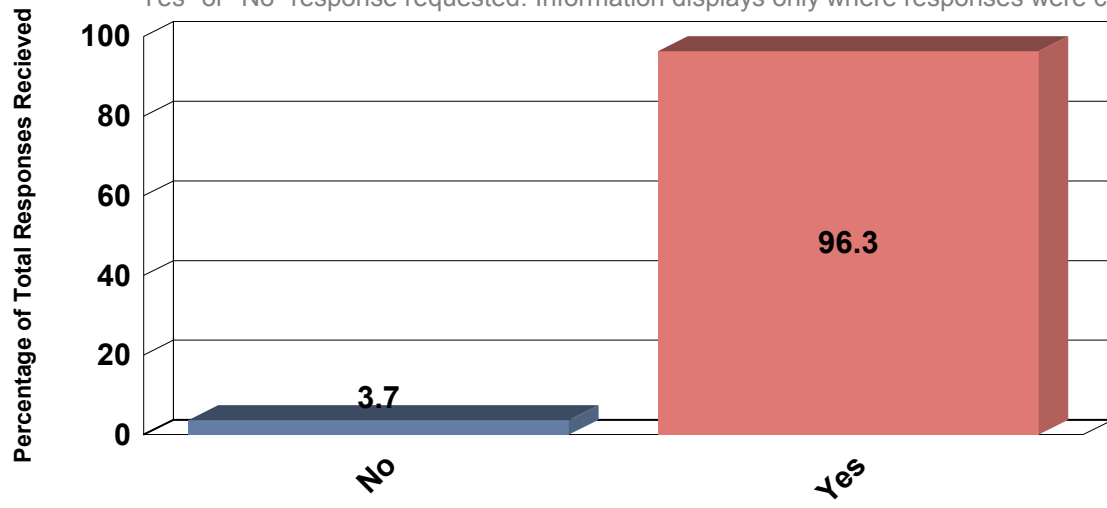
Service Ticket Number

Which Consultant(s) Was Not Effective?

ST1657952	NIH Help Desk Consultant Slightly Rude! Very unprofessional in his handling my call, like I was bothering him by requesting someone to assist Verizon.
ST1684352	No Answer
ST1667672	No Answer
ST1710033	The Consultant who resolved the problem/request
ST1734418	Other (Specify) None or all, because the issue is still there (just checked the mail bounced exactly same way as was reported in the ticket).
ST1651955	Other (Specify) The computer support person failed to even check with me to make sure that everything was ok.
ST1674662	NIH Help Desk Consultant
ST1677059	Couldn't tell
ST1688713	No Answer
ST1688538	No Answer

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number

Would You Like to Reopen Your Service Ticket?

ST1603008	No
ST1641285	No lindquit@csr.nih.gov
ST1654496	No
ST1675589	No
ST1677059	Yes 2022059296
ST1693064	No
ST1715577	No
ST1728713	No
ST1674662	No I will contact the help desk another time.
ST1719371	No
ST1722476	No
ST1733554	No
ST1735533	No
ST1739628	No
ST1625788	No
ST1708524	No
ST1732002	No
ST1736548	No

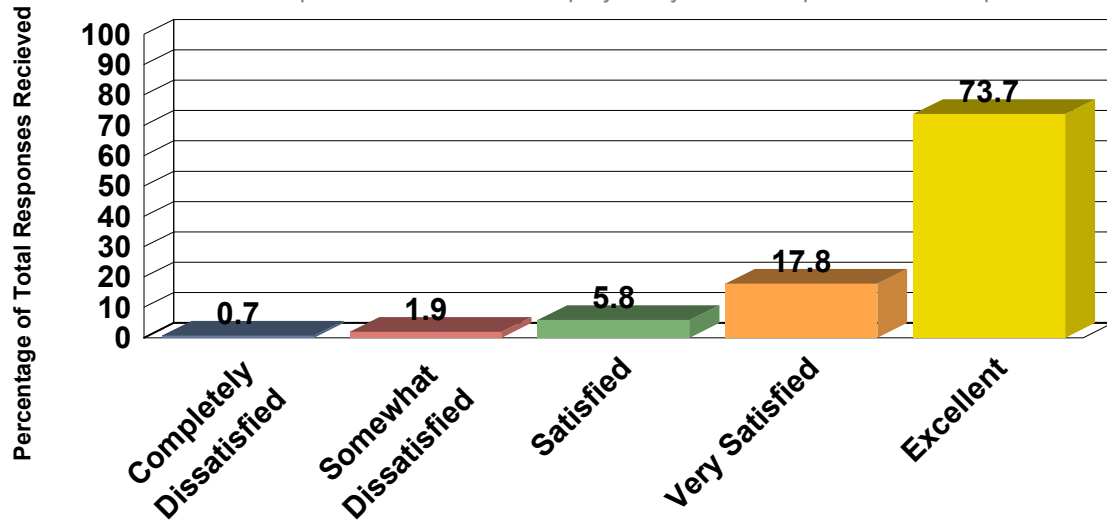
ST1644444	No
ST1677749	No
ST1691754	No
ST1699319	No
ST1702849	No No resolution.
ST1725536	No See note above.
ST1726514	No
ST1743496	No
ST1756279	Yes
ST1642854	Yes Phone: 301-435-3504. I suspect that IMPACII is down.
ST1647120	No
ST1653322	No 301-594-1590
ST1667672	No Help desk contacted me saying they did not know how to direct the request to the NED staff. They asked me for the info, which I h
ST1672364	No opened a new ticket
ST1677157	No
ST1678881	No
ST1707246	No
ST1711466	No

ST1723362	No
ST1747282	No
ST1752094	No
ST1626248	No
ST1683207	No
ST1690826	No Monday
ST1696769	No The computer was set up, but I still can't get into outlook, I had to set up my own printer queue. The ticket was closed befo
ST1702950	No
ST1720151	No
ST1725076	No
ST1734418	No Having see the resistance in helping with the issue I don't think reopening will be reasoning.
ST1647299	No The problem was not resolved. I received an email from "paypal" asking that I provide personal information. I wanted to know i
ST1695989	No
ST1696883	No I don't feel you have anything to offer
ST1701785	No 301-435-4005 but I think I took care of it myself - thank you
ST1703163	No
ST1705638	No I do not need this particular ticket to be re-opened because I have sent an email directly to ListServ Admin. I have access to R

ST1718294	No	
ST1723464	No	
ST1737481	No	
ST1467767	No	
ST1573387	No	
ST1634683	No	
ST1657952	No	For the record,I took care of problem. I called John Pollack myself,without the Consultant's help. John took very good care of V
ST1685039	No	
ST1707872	No	
ST1708497	No	
ST1747521	No	The problem is resolved I am into the system at last. Thank you
ST1755997	No	

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.



Service Ticket Number	Comments/Suggestions
ST1636473	Pam is always fantastic! She's quickly responsive, explains what's going on, and really works with me to come up with the right solution to a problem. This doesn't just refer to the current ticket but is rather a general comment. Thanks!
ST1639641	Quick response as always.
ST1641132	Thank you!
ST1642150	My only concern is that the 'cause of the problem' was not identified. Therefore, the 'problem' may happen again, and not only to me but other employees. This just takes up needless time to again 'solve' the 'problem'.
ST1642890	I submit a lot of TSR requests due to my responsibilities as a move coordinator within my institute. When CIT personnel contact me via e-mail regarding a TSR, I frequently do not know which TSR they are referring to. If there is some way to clear up
ST1644106	Thanks for coming to my aid. Jane
ST1647648	Thank you :-)
ST1648180	Excellent. Thank you.
ST1649705	Mike was courteous and effective in walking me through an unfamiliar-to-me problem. Thanks
ST1655920	Thanks
ST1656264	David did a great job in a timely manner. Very efficient.
ST1667791	The other desktop support people need to learn how to do quotes also.
ST1668378	The assistant was VERY helpful, prompt, and knowledgeable!
ST1668550	Joe Gannon saved us from ordering a new battery for our mac. We were sure that was the problem until we consulted with him. We're always going to request Gannon from now on. Thanks.
ST1680253	Boris the support team member provided outstanding service as did Joe Gannon. They deserve recognition and high praise.
ST1680669	No, you're doing a great job!

ST1686806	Candice was a great help. She was excellent at solving nothing for me. I did it on my own.
ST1690990	Keith is a very considerate, helpful person. He took the time to explain the problem while he was correcting it. MAde it easier for a computer person like myself to understand.
ST1694856	Bill Redd is an excellent CSP.
ST1697112	Karen Botts was very helpful as always in working through the issue, and helped in explaining the ePolicy Monitoring Agent as well as working me through all the neccesary windows updates I needed.
ST1699241	This experience, like most I've had, was excellent. Sometimes, though, the HRSA tachs are slow to respond to problems after the ticket is issued. More than once, I've waited 4+ hours for any response to a problem that made it impossible to log into my co
ST1703073	good work!
ST1705927	The CSP customer support I receive is excellent, timely and genuinely courteous.....on both the MAC and PC. Thanks bunches!
ST1710098	NIDA computer support people are great.
ST1714238	I have never anything but the most courteous and help service from CIT. Thank you.
ST1719291	Job well done!
ST1720042	No. I have always been please with the help desk.
ST1721979	None
ST1726829	A young lady by the name of Soma, (I do not know if I spelled her name correctly), and a gentleman by the name of Morgan were a great help to me. I value both of them very much for the excellent assistance that they provided to me.
ST1727301	As always, excellents Customer Service from Pam Davis!
ST1735739	Great help, as always. The Help Desk is a fantastic resource and everyone I get help from is excellent!
ST1736334	Thank You
ST1737444	I appreciated the quick response and that the responder was thoroughly familiar with what to do to resolve the problem. He walked me through the solution quickly and easily.

ST1739019	The instructions for installing VPN were not clear in some aspects, mainly the username and password that I should use, so I had to wait until someone called me home. Otherwise, I think that I could have installed it by myself. Thanks,
ST1742769	Excellent help as always.
ST1750002	THANK YOU
ST1752232	Excellent service as always. Thanks.
ST1756431	Thank you.
ST1629437	I was please with the service.
ST1640622	Randy Francini always do a great job. Thanks Randy,
ST1656429	Just to add on how satisfied I am about the outstanding CIT service that I just received: knowledgeable, exceedingly efficient, problem solved!
ST1657562	Bill Redd is always very responsive, professional and skilled. The Office of the Scientific Director NIEHS is very fortunate to have him as our PC support person.
ST1660009	Contact information on accessing the CIT website from the main NIH website needs to be updated. Organizational listings, e.g., Division of Engineering Services are obsolete, old Help Desk Phone number is still listed.
ST1663455	Pam Davis was wonderful. She performed the task quickly and efficiently so that my day was not interrupted. Just great!
ST1666824	I am very grateful for the support given by the NIH Help Desk and their polite and efficient staff.
ST1670625	The CIT consultant was extremely knowledgeable and helpful and my computer problem was solved efficiently and in a timely manner. Thank you,
ST1671293	Mike Dorsey is fantastic and was extremely courteous and friendly in explaining the situation to me.
ST1674516	NO, additional comments.
ST1674767	cus
ST1676699	once she said the words microsoft excel, I then noticed that I did have it, I thanked her for her time

ST1677078	Pam went above and beyond!
ST1677781	The CIT Staff which I have encountered are all very prompt, professional, courteous and knowledgeable.
ST1680856	The Help Desk Representative did a good job. Very sound and practical advice to reboot the computer. Thanks.
ST1682088	Carla was very professional and extremely helpful. Thank you.
ST1682149	The request was handled in a timely manner. The representative was very professional and explained the process. Thanks.
ST1686749	This whole business of multiple passwords is getting more and more complex. Are we ever going to get to the one-password system?
ST1694808	We are very lucky to work with Karen.
ST1697327	Thank you.
ST1700518	I needed to use the program over a weekend, and called tech support on the chance that someone would be there to answer my question. Initially I left a voicemail, but very soon afterward a tech person called me back and very efficiently and successfully s
ST1701295	No additional comments at this time!
ST1708506	Excellent and very professional service. Thank you.
ST1708976	I was unable to log on to and use Delpro from Aug. 16 to Aug. 26. Seems there was alot of unnecessary fumbling around in getting my identity reestablished and getting my computer properly assigned to Delpro.
ST1710399	pretty good service, thank you so much
ST1710526	Thanks, Jay.
ST1710905	Thanks
ST1714841	Chris Browder continues to provide our lab with outstanding Mac support. He really goes above and beyond the call of duty, always promptly and with good cheer. He inherited a mess when he became our support person and in short order those problems w

ST1716235	Jewel is always courteous & prompt to resolve issues!!!!
ST1717927	The consultant was extremely helpful, expedient, courteous and pleasant. Thanks
ST1718116	Service was perfect. Thanks.
ST1722064	Joe is a gem! Please clone him.
ST1722107	Joe was very helpful, friendly and had my software up and running within minutes of my request. Many thanks.
ST1722545	Great service
ST1723376	I truly appreciate the way that you guys come through for us. Thanks
ST1725100	Ed Green has always been willing to help in a very timely and effective manner. Thanks for helping. -Maggie
ST1725802	I'm very happy how Lakisha Jackson has helped me. She is very prompt, polite, patient and effective. Thank you very much, Maya Goldfarb
ST1727882	I just want to say Thank you for y9our help
ST1729936	We were not provided with information on how to change the password.
ST1730204	The technician who assisted me was very courteous and professional. Corrected my problem right away.
ST1731214	Extremely helpful as I was feeling anxious about my problem
ST1733777	CIT techs, Bob & Fernando, were very professional & supportive.
ST1735117	Another problem related to retrieving grant reports from IMPAC has arisen, apparently related to the monitor setup, and led to a second help request.
ST1738539	The Technician was very polite and not at all patronizing that it was just a simple oversight by me. Hire more people like this! Thank you, Jennifer
ST1743087	As I mentioned in the phone conversations, I like the feedback system, it ensures that the client thinks the problem is solved. A caution here in that sometimes it's tough to appropriately handle a call when two vendors are involved. It is good to be aw

ST1743120	I submitted the ticket directly, so there was no consultant involved. You should add a "n/a" response option to some of these questions.
ST1744829	In my experience, most helpdesk people are completely unfamiliar with questions I call about and are unable to answer them quickly. I was very pleasantly surprised today that she (sorry, I didn't ask for her name) understood what I was asking, that she w
ST1745023	Prompt and efficient as always! Thanks Pam!
ST1747202	As always Pam resolved the issue very quickly. Thanks.
ST1747458	Let's see if it stays fixed. I do not like it when IT adds patchlink update agents or anything else without notifying me, as it does/may affect computer performance.
ST1748286	Thanks for a job well done.
ST1750505	Customer support was fine. However, I think it's absolutely ridiculous to have to submit a form to request a Keyword change for ADB when the screen supposedly gives you the option. I wasted 30 minutes trying to change the keyword myself since the system
ST1751014	Contractor did everything they could to help fix problem. When he couldn't resolve the problem, he gave me all the information he gathered so my IT person could take a look at it before I would have to take the drastic action of wiping my box. He was ve
ST1751454	Phil Jenkins was very knowledge and helpful in tending to this matter. Thank you.
ST1751872	Both the telephone technician and the desk technician were very helpful and concerned about my problem, kudoes to both of them. Thank you
ST1636292	Very efficient operator. Really outstanding. Thank you very much. 7/1/2005
ST1638258	N/A
ST1640269	It is a pleasure to work with Paul Greene. He is a nice guy, he is hard-working, and he is very good at what he does.
ST1641204	DCS Desktop Team does excellent work! They rule!!
ST1644760	Rich is an extremely helpful and efficient CSP.
ST1644979	Pam was available to help with this problem as soon as I was in the next morning, and worked professionally and efficiently to resolve the problem. Thank you!

ST1645616	No additional comments.
ST1646300	If you would clearly state the password requirements when a password is rejected, it might save a lot of phone calls.
ST1647450	Message was received that the resolution had been completed without indicating it could take up to 3 hours before the correction was displayed. Consultant called and explained.
ST1648858	our current csp is excellent
ST1651613	The reason I asked for this Service Ticket to be closed is that the changeover of my secondary telephone lines on my telephone here in Room 3BC909 from Flashing to Ringing was resolved last week. Thanks.
ST1652556	Thank you for Mr.Jason(Woo). So helpful and efficient, always.
ST1653523	Great job. Thanks.
ST1662675	The tech who called me should not be at work today - she could barely speak due to laryngitis. She's harming her voice by trying to speak. Thanks anyway.
ST1664437	Randy and company were prompt and very helpful. thanks guys...
ST1665512	Pam Davis continues to provide outstanding support to our group. Many thanks.
ST1667890	Pam Davis is always extremely helpful and resolves any issues quickly.
ST1670412	Thanks, John.
ST1671505	Once I called Jewel to let her know I had a problem with my computer, she was very quick in responding to the matter.
ST1673603	Pam was excellent. She made it a point to keep me in the loop as to what the status of the service ticket was in between dealing with her other numerous customers on a busy Monday morning. This helped me manage my time during my downtime a great deal.
ST1681126	This specific consultant is superior than others who served our PC regularly.
ST1681253	Always outstanding service
ST1687990	Would like the new exchange service to allow access with https from outside NIH.

ST1689495	Great Job!!! Thanks
ST1691403	Fast Response.
ST1693057	no other comments
ST1694766	CIT HAS ALWAYS HELPED ME IN A MOST EFFICIENT, TIMELY, AND COURTEOUS MANNER.
ST1696634	It was good that Treesy Cox informed me by phone that the problem was resolved. Thank you.
ST1697740	Thanks for the continued help!
ST1701717	I want to thank the entire staff because every time I call in everyone is so efficient and easy to work with. Thank you all very much.
ST1703463	The CIT representative I spoke to was very, nice. I thank her for her help even though my question was stupid:)
ST1703828	Not at this time. CIT is very professional and reliable. Thank you.
ST1707843	Karen is a real professional
ST1711684	Extremely fast response time, thanks so much!
ST1716221	EJ did a great job getting my PC set up. Thanks.
ST1716244	Job well done
ST1719899	Keep doing what you are doing!!!!
ST1721546	It's fine, doesn't need improvement. The staff is always helpful and courteous; can't ask for more than that.
ST1724052	support person did not have detailed knowledge of what might have caused the error message i got; message probably due to weekly cit windows updates rollout this week, but no information was provided regarding possibly getting an error message this time
ST1725241	Yes, please change the your to you on I believe question #6 "that your received effective " Otherwise excellent service.

ST1727176	I appreciate the quick response to this request.
ST1730054	The CIT consultant was very informative and knowledgeable with my computer/ADB problem. She provided clear information and a direct solution to my challenge. Thank you!
ST1731678	Joe was a tremendous help. He was VERY patient was a person who is not computer literate. I love the computer, but boy do I hate it. Thank you all.
ST1735181	You guys are always there to help out and never seem to lose patience. Thanks so much!
ST1735785	Mr. Welty is always courteous, knowledgeable, and prompt.
ST1736631	I don't know if this is within the responsibilities of CIT, but the ADB does not state, at least not on any commonly accessed screen, that User IDs will be deactivated after a certain period of not being used. The ADB should clearly state this in a promin
ST1736839	It is a great pleasure work with Karen.
ST1738139	The Help Desk consultant answering the phone was exceptionally polite and helpful. She took the extra time to make a phone call to ensure the person I needed to resolve my problem was immediately available. I very much appreciate the level of profession
ST1741773	Thank You so much for all your help.
ST1742575	The Technician was very polite and thorough.It was a quick and pleasurable experience. Thank you, Jennifer
ST1747425	Excellent service. The rep (John - NINDS) did not stop until the issue was resolved. Thanks!!!
ST1757198	The technician was very helpful and efficient.
ST1633247	I think that you need to have more than one helpdesk engineer who understands Macs and OS X.
ST1644232	m
ST1648133	Seemed to take a long time to get an 'answer.' Thanks anyway.
ST1648887	Mr Jason Woo is always very efficient. Excellent help. Thank you

ST1649572	First Helper was patient but didn't understand the problem. Second helper was excellent, but the total time required to delete 2 accounts in Titan was 45 minutes. This does seem a bit excessive.
ST1651925	Scott was, as usual, totally responsive and willing to this right away. I appreciate his service!
ST1654430	I ran into this problem on a Saturday, and was more pleased than you could imagine to find someone from the Help Desk on duty over the weekend. The technician with whom I worked was just fantastic....he could not have been more helpful. My problem was not
ST1655374	Josephina Vila did an excellent job. Thanks
ST1658179	Chris is exceptional and efficient., always!
ST1659371	Excellent help as usual. Thank you.
ST1659687	There is a typo, "you", not "your" in your question 4!
ST1660206	They not only solved the problems, but also explained clearly what the problems were to us patiently. They are wonderful. Thanks, Jason!!!
ST1662564	Darrel, thank you for calling me so quick and taking time out of your busy day to walk me through the website my.nih.gov.
ST1663404	Thanks for the great job.
ST1667501	We are lucky to work wih Karen. She is really an expert.
ST1668233	thanks
ST1671243	Thank you for such a quick response. The information answered our concerns. Thank you.
ST1675079	Very friendly and wonderful. Thank you so much!
ST1680268	Joe Gannon is a consumate professional and has again rendered outstading service. He deserves the high commendation and recognition for his performance.
ST1681937	Every time I get the opportunity to work with Pam Davis, it's always an exceptional experience. And this was no less. Pam jumped in and resolved my problems in short order and did so with excellent customer service skills. She's a gem.
ST1683671	The Helpdesk Personell was GREAT! and professional, courteous, and helpful. John

ST1686892	#4 question has a typo ("your" should be "you")
ST1688932	Actually he was great, especially since I was thinking so slow. Also, he was very patient.
ST1690449	The only problem is that I was not informed I would lose all of my contacts and calendar information during this process! The helpdesk staff should have known this process would do this to me and should have informed me to back everything up first. I am
ST1693800	Keep Brian happy
ST1696468	My support person, Keith Holloway, is knowledgeable, prompt, and thorough in handling any requests I make. I feel very fortunate to have him as our computer support person.
ST1699037	I very much appreciated Fernando Falcon's persistence in solving this problem. Thanks for the excellent effort.
ST1700108	The service rep escalated the issue to a manager who resolved the issue effectively and quickly.
ST1701506	Sorry for confusion. Everything is O.K.
ST1701865	Cynthia Blake was wonderful. She was courteous and helpful--one of the nicest persons I've dealt with here at NIH in the two years I've been here.
ST1711240	Morgan went above and beyond the call of duty to assist me. I am extremely grateful. I know there are times when we do not answer these questionnaires, but this time I had to respond, because Morgan saved the day. Thanks a lot. Lesley Wathen
ST1711417	This was an immediate need, where a file I had worked on ended up being saved in a temporary, initially hidden location. The tech was very patient and resourceful ... and we successfully retrieved my file! Thanks --
ST1711856	As a new member of the CIT team, I hope I can operate by the standards demonstrated. -Elliott Ware (DNST/Video)
ST1712716	As always - Pam Davis' service was outstanding. Deserving of award, or whatever can be done to reward the outstanding services of a contractor.
ST1714009	Rich Welty continues to provide outstanding tech support for the Macintosh. We couldn't function without him!
ST1716026	The only possible glitch in the process was that I received calls from two (rather than one) technicians to ask whether the matter was resolved. I can hardly complain of too much excellent service, however!
ST1716156	I always received very good customer service. Mr. Williams always responds very quickly. When I call I couldn't ask for anything more.

ST1720582	Derek was very accomodating on the time for the update and took the extra effort to insure that nothing would break because of the update.
ST1721344	Fantastic service!
ST1723128	*****
ST1725011	Thank you *very* much. Everyone involved was very thorough and helpful, and they quickly found the solution for an obscure technical problem. Outstanding service. Thank you.
ST1726192	Once again, Pam you're terrific!
ST1727956	This was one of the smoothest telephone transfers yet. Constant communication with CIT via e-mail to coordinate the schedule made it work very smoothly. Thanks!!!
ST1730029	Fernando was a big help and he followed up, which was great!
ST1731174	CIT Help Desk is exceptionally outstanding...Your customer services continues to go above and beyond...Great Teamwork...
ST1731511	I do not know if this problem was resolved as yet - it was for my boss - thankyou
ST1733464	Paul Graves went above and beyond the call of duty to make sure my computer problems are solved
ST1735232	very patient
ST1739141	The consultant, Ms. Cathy Poole, was exceptionally knowledgeable and directed me through steps to correct my ITAS problem. Ms. Poole provided me with solutions and guidance on following through with the corrective steps to solve my software problem. Exce
ST1741502	EJ did a tremendous job on a very tight schedule. He exceeded all of my expectations! Fantastic job. Thanks!
ST1746550	The problem was resolved timely and efficiently.
ST1746619	I have to say I am very impressed at the efficiency and ability of Andrew Yi. He was very nice and solved the problem in lightning speed. He's a very good diagnostician. Thanks!
ST1747863	Thank you.
ST1750518	Keep up the good job.

ST1753903	Sorry forget his name, he was very professional and knowledgeable on my problem. Well done
ST1754606	very good fixup
ST1755615	I had my problem solved in under 3 minutes. She knew exactly what I meant and what needed to be done even when I didn't. Thanks.
ST1599467	Gee was satisfied with the final results. Dr. Bansal handled the processing of the transfer of the phone for her convenience and I just directed the service person to her lab area.
ST1632898	Isn't this fun. I get to evaluate myself...
ST1634108	Thanks for the great quick service. It is really appreciated.
ST1636888	I was very impressed that I was called back with an answer within 11 minutes of sending my email asking a question.
ST1637019	Many thanks!
ST1637284	Keith Holloway is always very helpful
ST1639857	I'm quite pleased with the help I received.
ST1645530	As of Saturday night, I have switched home PCs and no longer use Parachute over the phone line. So, please close out that account. My new PC uses cable and VPN, and that is the only PC I use except for my Fernwood office PC.
ST1646681	This is an excellent support
ST1648100	<p>Agent was initially too eager to close this ticket. I sent a reply back asking the ticket remain open until voicemail was established and I could successfully get in.</p> <p>Ticket was re-opened and I received my passcode later in the afternoon. No further</p>
ST1652795	Very excellent help as usual. Thank you.
ST1654173	Excellent and timely service. Greatly appreciated!
ST1656173	I spoke with two technicians, both of whom were quite helpful. The problem appears resolved at present and I hope it doesn't recur. Thank you very much for the prompt service.

ST1660613	Dan was extraordinarily helpful. Rapid resolution of the problem and very courteous as he guided me through the steps. Please thank him for me!
ST1665340	I wish that NIH would inform us of changes to firewalls, computer work and other issues that may affect the end users (even NIDA IRMB didn't know of this change in policy). Thanks again to Phil (and Todd) for quickly understanding and resolving my problem
ST1665728	Thanks
ST1668595	was the helper in India?
ST1670297	Very helpful, even with what turned into a more tricky problem to solve than first appeared.
ST1672045	The consultant emailed me later in the day to confirm that problem was resolved and the helpdesk would be available if further problems arise.
ST1672147	Carla was very helpful and stayed on the phone until the problem was resolved and made sure I was able to get into EHRP. Thank you Carla.
ST1674210	Brian was very professional and genuinely concerned.
ST1677529	Pam Davis is exceptional!
ST1677648	Thanks!!
ST1685013	I did this by email - did not talk to consultant.
ST1685645	Thanks again for your expertise.
ST1686003	Dell sent the Tech out (4) time with the wrong disk for the PC.
ST1686480	The young lady who assisted me with my problem was very courteous and patient as I was following her instructions and I greatly appreciated that.
ST1687139	NO
ST1688201	I submitted this request 3 times - I finally called and asked to please speak with someone - thank you -
ST1689135	MR. DIGGS DID AN AWESOME JOB BECAUSE I HAD A PROJECT DUE YESTERDAY.

ST1692727	Ed's support and service is always excellent
ST1694277	Thanks!
ST1696822	Jamie was the person who helped me on this. He was terrific. I have had only great help from the Help Desk. Thanks for your great service to the NIH.
ST1698595	none
ST1699368	The SERCH system is quite slow and the users manual isn't that friendly. Perhaps a little refinement is in order?
ST1704603	The support person Michael Klein was very courteous and kept me posted on the progress made on this ticket. Thanks for his help to resolve the issue.
ST1707287	The problem with "Ambiguous Recipient Name Error" is fixed. However, Now, all of my emails past 2:01 PM Thursday, 25 Aug 05 are missing; including old emails saved to my pst file. I need those old emails - from 8.04.05 until 8.26.05.
ST1707970	The tech was able to help me get a temporary password right away so I could go into EHRP to change my password and proceed to approve an action.
ST1709415	This was a test ticket
ST1713852	Great job Patty! thanks for all the hard work.
ST1714295	Thanks to the tech
ST1715683	I always get very helpful and knowledgeable assistance. Very grateful to you all, since I seem to have to call on you frequently.
ST1717659	Always so helpful
ST1718433	The installation was quick and effective.
ST1722258	Everything was taken care off without any problems or concerns
ST1722773	Please call and leave a voice message if you can not resolve the problem in the same day. thanks.
ST1723255	I think Tom is working his hardest to resolve this network problem I'm experiencing.

ST1725013	Very prompt and excellent help as usual.
ST1728182	Thank you
ST1728397	Operator inexperience is current problem. Thanks for getting me started.
ST1731521	This was the first time in months I've received a timely response to a problem. I have dialed the 401-4357 Help Desk number numerous times and had to hang up for immediate problems that could have been easily resolved. The NIH Help desk must be a differ
ST1735768	Thank you for your assistance.
ST1741551	Very responsive-as usual!
ST1742853	Thank you!
ST1748186	We always receive excellent customer service.
ST1751921	We really appreciate the quick turn around in completing this task in such short notice! Much appreciation to Ms. Pam Davis for her continued assistance to the Operator Services Team!!
ST1754411	Keith is always helpful and courteous!
ST1755796	Karen Botts was extremely helpful and courteous - thank you!
ST1636825	Just a small issue, the person who contacted me talked a little to fast on the phone and was difficult to understand. IF he slowed down, that would be helpful.
ST1637579	Excellent, rapid response. Thanks to Jeff.
ST1640921	I cannot speak too highly of the service given by Joe Gannon...and many of my colleagues feel the same way.He gives clear instructions, is patient, and overall does a first rate job.
ST1641184	Cusustomer service was superb s usual. I have already begun to utilize this service. Thanks to Pam for another excellent completion.
ST1641326	Very good service as usual.
ST1646651	I am grateful for the support

ST1648366	THE PROBLEM WAS TAKEN CARE VERY QUICKLY - THANK YOU
ST1648691	great service, thanks
ST1650794	Extremely fast response - thanks
ST1651721	Morgan Glines did a great job!
ST1652187	As always, my CSP, Chris Browder did an excellent job in addressing my problems and correcting them in a timely manner
ST1653418	Thank You and Thank You All Again!
ST1655040	I am delighted with the service I received from Mr. Gannon. He was prompt, knowledgeable, competent, patient, and cheerful. Thank you.
ST1660949	I got a superb help on this ticket, thanks.
ST1666024	As always-- thanks so much!
ST1666546	no
ST1666999	Scott did an excellent job.
ST1671292	I didn't speak with anyone but did receive a prompt email with instructions. Thank you!
ST1672484	Jack was great. Thanks.
ST1675973	The tech did a great job. Thanks
ST1676248	Please convey my thanks to Carla for her patience and consideration. You are fortunate to have her on your staff. What a gem!!! Thank you.
ST1680939	thanks!
ST1683164	Very helpful response
ST1687757	Paul provided a quick and accurate update to the KB record that can impact NBS ticket workflow. Thank you!

ST1689303	As always, Joe Gannon is knowledgeable and always has the answers to "Mac" problems. He is an invaluable asset to NIH!
ST1690033	Martin is wonderful. As a new kid on the block, he has more than helped in getting me set up with this computer.
ST1692429	I fixed the problem myself - took 4 reboots! - But the tech was responsive as usually.
ST1692875	The Customer Survey should be sent as a separate item. It is currently included in TASC mail that begins 'DO NOT REPLY TO THIS EMAIL' and I usually just delete the mail without realizing the survey is included. Thanks.
ST1694751	Not at this time.
ST1695409	Thank you for the good work! I was out for a few days, so I was not aware that my machines were affected, but your technician contacted me upon my arrival to clean my machines.
ST1698719	Keep up the great work!!
ST1703525	Pam you are still the best! -mg
ST1703933	Yes. Where my office has moved to there apparently weren't enough network cables to put my printer back on the network so I am still without the use of my printer.
ST1704768	Thank you for your quick response. I actually like making the changes myself by phone because it gives me an opportunity to learn how to troubleshoot for the future. Appreciate your service.
ST1705510	His assistance was superb!! Nothing more to add.
ST1707119	I thank Nikki Thomas who was able to offer quick and competent help! I also thank Robin Rice for her help on a late Friday evening to ensure that I followed Nikki's instructions correctly. -Dr. K.Davis
ST1708036	Carla Johnson went beyond normal IT support service. Carla helped me identify and resolve a computer challenge and also "printed and faxed" the urgently needed "text" to me quickly. Outstanding and excellent IT support. Exemplary work done by Carla Johnson
ST1708430	Excellent help as always.
ST1711329	Great job.
ST1714314	efficient
ST1714420	great service, as always. thanks much!

ST1714590	Lafayette Merchant was WONDERFUL! Very courteous and followed up several times. Also, all of the people that I spoke with at Octel and all the other reps along the way were all very helpful!
ST1718988	I wish to commend Morgan, Justin and Joe Gannon who all contributed in a most helpful manner to resolve our NIH and parachute problems in a timely interval. This was especially appreciated over a holiday period. Many thanks. E. Schiffmann,
ST1728937	As usual, my experience with NIH Help Desk support has been outstanding. Josephine Vila was very responsive and professional
ST1734215	Thanks to Patty for walking me thru the process.
ST1734704	This was a time-sensitive issue and I truly appreciate the quick response.
ST1736661	Jason [Woo] completed the search for the missing files and as usual was EXCELLENT. He is always wonderfully helpful, and so knowledgeable. Thank you
ST1737409	Thanks for Quay's (sp?) quick and helpful response!
ST1739518	Great job.
ST1745872	orderly process, creative problem solving, thorough. Problem resolved
ST1747756	Thank you very much for all supports.
ST1751960	OUTSTANDING assistance beyond the call of duty. Thanks much !!
ST1753637	make it easier to find the right (CIT) help desk e-mail address in the e-mail directory
ST1637813	(1) In the help request form there is a question that asks how I would like to be contacted. I always give my email address. Invariably I am contacted by phone. In this case, I was left on hold for several minutes while she contacted the email speciali
ST1645480	there should also be various ways of instructions (email, etc.) telling how to reset your expire password if you don't want to or have the time to speak with cit .
ST1647635	Great job done once again!

ST1651308	Thank you!
ST1651788	Scott May is an outstanding IT resource for the CIT. We are very fortunate to have him on our staff.
ST1659555	I would like to suggest that the NIH Login page for SILK put a small note saying that you do not need to put 'NIH\' before your user ID. Some logons require it and some don't and the requirements keep changing so it is difficult to remember.
ST1667359	Thanks.
ST1671989	The CIT consultant, Luther, was extremely knowledgeable and helpful with my Delpro/ADB problem. His demeanor was exemplary and truly helpful. Thank you,
ST1675516	Excellent and fast service, as usual.
ST1676839	Good experience!
ST1677800	Thank you to Jason Woo..always very helpful.
ST1681540	I was so appreciative to receive such a quick response. The young lady was very helpful. Thank you.
ST1684385	Thank you
ST1684744	I greatly appreciate the timely and high quality service provided by the Help Desk/CIT.
ST1686589	Kris Erwin did a very nice job filling this request. He responded very quickly and had the software installed in a very short time. He was (and always is) very personable, and did a great job. Thanks.
ST1688384	Mrs. Patti Cleveland is an exceptional individual, who has no room for improvement. Simply put, service couldnt be provided any better. Thank You Patti Cleveland
ST1689707	The consultant, Todd, was extremely helpful in answering my question. The Help Desk is extremely essential to being available at all times for NIH staff's continuing work progress and challenges. Thank you!
ST1690079	None.
ST1690412	The help desk responded alomost immediately to my email requesting help. The gentleman who assisted me was was very professional, efficient and extremely helpful. He explained very clearly what I should do.
ST1690511	Patty is always do thing right

ST1691780	Thanks, Joe Gannon...you were great!
ST1696230	Phil Jenkins is fantastic - give the man a raise! Many thanks, Cheryl
ST1696563	When talking to the person regarding the parachute account, I mentioned that I heard that Parachute is now using the NIH logon and password and I was told NO, that is not available yet. When returning to my office, I found the email from William Jones on
ST1700066	I was sent the information requested via email. Unfortunately, I have not tested the data at present. If all goes well I should be very satisfied. Thanks.
ST1701054	Thank you
ST1702712	Michelle Turner did an excellent job with this request. I wish to thank her very much.
ST1703489	Great Work! Thanks!!!
ST1704268	Mr. Moore has always been receptive and expediant in resolving any issues which he has addressed for me.
ST1705263	It is refreshing to have such an excellent, courteous, patient technician who rapidly responds to the problem. His name was David. Thank you for this service.
ST1707050	good result. everyone's happy here.
ST1707571	Since this was repaired after I left for the day yesterday, I have no idea whether consultant was courteous or not. Thanks anyway!
ST1709021	Josey did a great job!
ST1709037	There should be some guidance as to what the requirements for a new password are so I could have figured it out on my own. I tried many combinations of characters before I called for assistance.
ST1714806	Response time was quick and the technician was most helpful in resolving the problem.
ST1718886	It really helps to be able to talk with a knowledgable individual. Thank you. Carl
ST1718980	Jin is great! Always professional and speedy!
ST1724677	Once again Mr. Holloway did superb work.

ST1727159	I have been very pleased over the past several months with multiple tickets that have been completed by Justin Kirby and Andrew Rosado. These guys often go above and beyond the call of duty and are always knowledgeable, helpful, and polite. I really app
ST1727309	thank you
ST1728415	Very excellent help as usual.
ST1729360	Shawn and Ben handled this almost immediately.
ST1729705	Outstanding service!! Please commend the young lady who walked me through the process to resolve the problem. Thanks.
ST1730885	Mr Jason Woo is ALWAYS excellent. Thank you.
ST1730885	Mr Jason Woo is ALWAYS excellent. Thank you.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1733197	Randy is always eager to assist. Thanks.
ST1733610	"Tony" was curious, as well as helpful. He's an asset to the NIH Community.
ST1734369	Keep up the good work
ST1737321	Good Job! & Thank you!
ST1742854	always *****
ST1745708	Very helpful!
ST1750911	great fast response
ST1752036	Keep up the good work. I really appreciate the help.

ST1752673	I had to phone 3 times, but when I conveyed the urgency of the situation, they promptly straightened out the problem. Always courteous, knowledgeable and helpful.
ST1753142	N/A
ST1756373	The Help Desk was very courteous and helpful as always!
ST1537909	Thank you, is my only comment.
ST1636027	The young lady I spoke with on the phone this morning was very pleasant and helpful.
ST1636872	Technician provided helpful email instructions and contact info so I was able to contact him with additional questions which he answered. Extremely helpful interaction in which I learned additional useful features of my calendar.
ST1638331	Personal 'Thank you' to Angella.
ST1640924	The problem was solved very quickly! Thanks!!
ST1641278	Keep up the EXCELLENT work!!
ST1645494	Keep doing what you're doing!
ST1645906	he told me what to do and who to send the spam to
ST1648564	Your response and courteous service are very good. Cannot think of any improvements needed at this time.
ST1653093	The service was the quickest and most courteous interaction I have ever received from the NIH Help Desk.
ST1653547	Mark Rafferty provided excellent service in a timely manner. My thanks to all of you for having such a wonderful support staff.
ST1658324	CSP was very courteous and made me feel that she was happy to assist in any way regarding the instant problem and any which may occur in the future.
ST1661007	Ticket submitted by consultant
ST1665634	Pam was very helpful, as always. I'm a little surprised that the Blackberry software wasn't installed initially as a part of rebuilding my computer.

ST1668760	Thanks for putting up with my impatience and ignorance about distribution lists. With the new SMTP lockdown policy, this new mailbox will enable by application to proceed as usual with confirmation messages. Thanks again
ST1670011	Thank you very much. The cause of the problem has been determined to be outside of the NIH system
ST1671752	Thanks
ST1671974	Thanks Sean
ST1675453	Problem has recurred.
ST1678960	I receive wonderful help from Keith Holloway
ST1679257	I am very thankful to Randy Frencini. He works fast,effectively, and he is very polite.
ST1681243	jas
ST1681748	She is patient and courteous - excellent service
ST1681820	The consultant who helped me was great. However, the person who answered the phone promised to get right back to me with someone who could help. I explained that I was waiting and she agreed to get right back to me. Two hours later, I called again and
ST1691456	Very professional and efficient in helping me accomplish the archiving of old sent messages! Thanks,
ST1691659	I wasn't aware I could change my ADB password through silk.nih.gov Hope I can remember this for the future, thanks!
ST1700952	feedback took longer than resolving the issue, but
ST1703494	Joe was extremely patient, knowledgeable, and helpful! Thank you.
ST1706529	Barbara DeVeaux displayed excellent customer service, very pleasant and courteous.
ST1711985	Thank you for your help! :-) DAJames

ST1715204	No.
ST1718438	Excellent service!
ST1719719	Carla was helpful, kind and patient. Her assistance was superb. She is a wonderful employee.
ST1723625	both young men were very pleasant and totally understood how important the issue was to me.
ST1724735	Thank you very much!
ST1732321	I appreciate the manner in which the consultant walked me through the configuration with patience.
ST1740901	None
ST1741245	Steve Santoni is absolutely fabulous! His follow up calls, patience with me, and skill in resolving the issue are to be commended! He really is wonderful. Thanks Steve!
ST1741395	Thank you Shaquita.
ST1748673	Very helpful in solving my email issue.
ST1752928	Pam does a great job...friendly, courteous and knowledgeable.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1754670	If this solves the problem, I'll be a happy customer. This is a repeat problem from yesterday which we thought was solved then.